

GLENZY ALEA L. FORTUNA

Customer Service/Admin Assistant

SUMMARY

A team player with experience in customer & client-facing environment through customer service and executive admin assistant. Versed in different kinds of processes that meets operation needs. Ability to use critical thinking & problem solving skills. from my work experience.

WORK EXPERIENCES

Healthcare Associate

September 2021 –
September 2022

ResultsCX

- Explain the benefits of Prescription Drug Plan
- Assist in monthly/annual payment of their PDP
- Coordinate w/ pharmacies regarding member's prescription
- Medication documentation

Travel Care Specialist

September 2022 –
July 2023

Teleperformance

- Developed travel itineraries for American Express clients
- Assist in booking/changing/cancelling of flight, hotel reservations, & car rentals
- Took payments via credit/debit cards and handled sensitive information with discretion
- Collaborate w/ 3rd party vendors about client's needs

Executive Admin Assistant

October 2023 –
June 2024

La Plage

- Inbound/Outbound calls
- Budgeting PCF of 2 businesses
- Attend managerial meetings
- Looking over employees & make sure they're doing their assigned tasks
- Coordinate w/ client needs pre, during, & post events
- Schedule meetings w/ clients and suppliers



CONTACT



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Mandaue City, Cebu,
Philippines

EDUCATION

Cebu Technological University

Doctor of Veterinary Medicine
2019–2022

SKILLS

- Basic accounting skills
- Experience w/ CRM
- Can work w/ minimal supervision
- Active listening
- Customer service
- Computer literate
- Appointment Setting
- Calendar Management
- Email Management
- Adaptability
- Data Entry
- HIPAA Trained